P&TS   6 AUGUST 1985

1. How responsive- timeliness
     looking for a sense of commitment; personnel should explain
and work with other componets when giving answers.
     timeliness- misconceptions about how quickly given work load
can be accomplished
     the ability of personnel officers- interpersonal
relationships

2. Generally well perceived
     want fast and better answers
only appreciated when bail people out.
bad activity is noted
everyday activites are ignored
fairly good overall perceptions
bureaucratic pressure adds to impression

3. Be better at clarifying, more sharply focused, better able
to repond without confusion. No great deal of continuity.
Happy content people perceive P&TS positively
People not getting their way perceive P&TS negatively.
Could be attributed to a busy office

4. building data bases, working with files
     utilizing better what already is available
     severe space problem

5. OL=bureaucratic
     Cannot always be as positive w/ response as customer likes.
Negative answers have to be rationalized and explained.

6. The D/OL and front office and chefs should be more visible.

     The caliber of the individual outside OL, the Log
representative must be informed. This person must be the best.
Must be up on what is going on in OL.
     People get tired of hearing how good you are, must be done
carefully.

7. Presently enough bulletins and reading material.
     They have their place
Briefings are good

Our own people are our best representatives, the quality of our
people and how well they are able to articulate

8. As shown in this survey
Who? scientifically varied, wide basis group, timing of
questioning should be considered
     oneing
9. No

10. There is a small error margin. Be more upfront about
service, timliness, quality of, unkept promises are negative.